

Service Standards Policy

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1. PURPOSE

- 1.1. A service complaint is an expression of dissatisfaction with the level of service Impress Dispute Resolutions (IDR) has provided, for example if it has:
 - a) Treated you rudely;
 - b) Failed to communicate with you in the agreed manner;
 - c) Failed to keep you updated on progress;
 - d) Failed to explain our process properly;
 - e) Caused unnecessary delays, or
 - f) Failed to follow our process.
- 1.2. Disagreement with the views of an IDR staff member on the scope of our Scheme, the merits of a complaint against a platform or eligibility for access to IDR's Scheme is not a service standard complaint.

2. INDEPENDENT REVIEW

- 2.1. If you are unhappy with the level of service you have received, please complete our Service Complaints form (if the link doesn't work, please email us at disputes@impressdisputeresolutions.org with your case reference number).
- 2.2. An independent Service Complaint Reviewer will review your complaint, and we will be in touch with a response. Please set out in what way you feel that the service provided to you has fallen short of proper standards. You must do this within twelve months of submitting a dispute on our website.
- 2.3. The Reviewer is an independent consultant, not an employee or otherwise directly associated with IDR's business functions.

3. PROCESS

- 3.1. IDR will acknowledge receipt of your request within 5 working days, and the Reviewer will examine your concern and respond within 20 working days

following receipt of your complaint. If they are unable to do this, they will let you know why and when you can expect a response.

- 3.2. The investigation should normally be concluded within 4 weeks.
- 3.3. At the end of the investigation, the service complaints reviewer's findings will be provided to Impress and to you in writing. There is no further appeal against the service complaints reviewer's decision to IDR.

4. OUTCOME

- 4.1. Where the service complaints reviewer considers that a service complaint is justified they may recommend that Impress:
 - a) apologise
 - b) take such steps as the Reviewer believes would be fair and reasonable, and
 - c) pay reasonable compensation for damage, distress and/or inconvenience.

5. PRIVACY STATEMENT

- 5.1. IDR is a Data Controller under the [General Data Protection Regulation](#) ('Regulation (EU) 2016/79) 'GDPR' and the [Data Protection Act 2018](#). This means that it is responsible for how and why your personal information is used.
- 5.2. IDR is committed to respecting your privacy and to complying with the [General Data Protection Regulation](#) ('Regulation (EU) 2016/79) 'GDPR' and the [Data Protection Act 2018](#) and any other relevant privacy laws.
- 5.3. IDR has provided this [Privacy Policy](#) to help you understand how IDR collects, uses and protects your personal information.
- 5.4. As per the requirements of the [General Data Protection Regulation](#), IDR will ask for your explicit consent to use your data when you submit your complaint to us.

6. REASONABLE ADJUSTMENTS

- 6.1. IDR is committed in taking reasonable steps to ensure that disabled people who use our service are not disadvantaged. IDR's [Accessibility Statement](#) demonstrates our commitment to improving accessibility for everybody IDR deals with. It sets out some of the basic principles of our duty to provide



reasonable adjustments for disabled people and sets out the factors IDR will consider when dealing with requests for reasonable adjustments.

7. UNREASONABLE ACTIONS

- 7.1. Our service is independent, impartial and free to claimants. IDR believes that those who use its services have a right to be heard, understood and respected. IDR works hard to be open and accessible. Occasionally, the behaviour or actions of individuals using our service makes it very difficult for us to handle the service they are seeking.
- 7.2. In a small number of cases the actions become unacceptable because they involve abuse of our staff or our process. When this happens, IDR will take action to protect our staff. IDR considers the impact of the behaviour on our ability to do our work and provide a service to others.

8. FRIVOLOUS AND VEXATIOUS COMPLAINTS

- 8.1. IDR may refuse to deal with a dispute if it is frivolous or vexatious. This decision is at our sole discretion. IDR's Rules of Procedure provide further guidance on vexatious and frivolous complaints.

